

09-30-02

2642

Method of Transmission: EV132420165US

CASE DOCKET NO. P3233D1

In reference to application of Dan Kikinis et al.

Serial No. 09/387,616

For Method and Apparatus for Providing an Interactive Home Agent with Access to Call Center Functionality and Resources

Sir:

Transmitted herewith is and an amendment in the above-identified application, under 37 C.F.R. 1.312.

- ☒ No additional fee is required.
☐ Applicant claims Small entity status under 37 CFR 1.27.
☐ The fee has been calculated as shown below.

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**** CLAIMS AS AMENDED ****							Technology Center 2600
(1)	(2) Claims Remaining After Amendment	(3)	(4) Highest No. Paid For Previously	(5) Present Extra	(6) Rate Small Entity	(7) Rate Large Entity	(8) Additional Fee
Total Claims	25	Minus	** 25	0	\$ 9	\$ 18	\$ 0.00
Indep Claims	4	Minus	*** 4	0	\$ 42	\$ 84	\$ 0.00
<input type="checkbox"/> First presentation of a multiple dependent claim					\$ 0	\$ 0	\$ 0.00
<input type="checkbox"/> Terminal Disclaimer Fees							\$ 0.00
Extension Fee	<input type="checkbox"/> 1st Month		<input type="checkbox"/> 2nd Month		<input type="checkbox"/> 3rd Month		\$ 0.00
Total additional for claims, time extensions and disclaimer fees							\$ 0.00

** If the "highest Number Previously Paid For" in this space is less than 20, write "20" in this space.

*** If the "highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

**** Multiple dependencies, if any, included in the above calculation.


* If the entry in column 2 is less than the entry in column 4, write "0" in column 5.

☐ A check in the amount of 0.00 is attached.

☐ Charge \$ 0.00 to deposit account 50-0534 . (A duplicate of this sheet is enclosed)

☒ Please charge any additional fees or credit overpayment to Deposit Account 50-0534 . A duplicate of this sheet is enclosed.

Respectfully Submitted,


Donald R. Boys
Reg. No. 35074

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Certificate of Express Mailing

"Express Mail" Mailing Label Number: EV132420165US

Date of Deposit: 09/26/2002

Ref: Case Docket No.: P3233D1

First Named Inventor: Dan Kikinis

Serial Number: 09/387,616

Filing Date: 08/31/1999

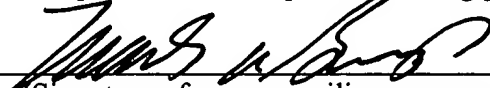
Title of Case: Method and Apparatus for Providing an Interactive Home Agent with Access to Call Center Functionality and Resources

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Amendment A.
2. Amendment transmittal.
3. Duplicate Amendment transmittal.
4. Certificate of express mailing.
5. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)



(Signature of person mailing papers or fee)



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2642
Examiner Thjuan P. Knowlin

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OCT 03 2002

Technology Center 2600

In Re: Dan Kikinis et al.
Case: P3233D1
Serial No.: 09/387,616
Filed: August 31, 1999
Subject: Method and Apparatus for Providing an Interactive Home Agent With Access to Call Center Functionality and Resources

To the Commissioner of Patents and Trademarks
Washington, D.C. 20231

Dear Sir,

Amendment A

In the claims:

All claims presented for examination are listed below. No amendments are herein made to the claims in the present Amendment.

B
1. A method for establishing a remote agent station from a call center, comprising steps of:

AT
(a) establishing a data link between a computer platform at the remote agent station and a CTI processor connected to a telephony switch at the call center;

(b) determining to switch a selected one of the incoming calls to an agent at the remote agent station;

(c) retrieving data associated with the selected incoming call from a database at the call center;